

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
February 20, 2002**

Agenda

- ?? Review of Previous Action Items (P. Rice)
- ?? Support Center (B. Baker)
- ?? January Performance Measures (T. Griffin)
- ?? Confirmation of Worksheet Exchange Users (K. Centeno)

Action Items

Previous Action Times	Status
Brief CIAG members on changes in Operating Plan schedules once all "current development" is complete.	Will be scheduled when appropriate.
Discuss with the Office of the DOE CIO the possibility of raising the 10MG email file attachment limit.	Brent Baker has contacted the OCIO and is waiting for a response.
Review WordPerfect 6.1 upgrade options	Ongoing.
Discuss renewal of research journal subscriptions with Walt Warnick from the Office of Scientific and Technical Information (OSTI).	Complete. Jane Hiegel contacted OSTI and provided hard copy information to the CIAG. OSTI will not provide subscription renewals.

New Actions from the February 6 Meeting	Assigned To
Provide electronic copy of the OSTI information to CIAG members.	J. Hiegel
Draft e-mail to CIAG members covering tips and techniques for N:\ drive cleanup to CIAG members. CIAG members can then distribute within their program offices.	B. Baker
Verify Worksheet Exchange users on list provided by Kathi Centeno and provide her with any revisions/additions.	CIAG

In discussing the Previous Action Items, Pat Rice noted that Gene Hughes exchanged several e-mails with Greg Dilworth regarding concerns about IMSC that Dilworth raised at a prior CIAG meeting. Mr. Dilworth confirmed that he does not want to discuss his concerns in detail with the Organizational Administrators (OAs) or the CIAG at this time. He is satisfied that the current process of working with the OAs on IMSC "current development" is fine and should continue. As called for by the existing process, future development will be discussed with the CIAG to ensure appropriate input.

Office of Science Support Center (SCSC) – B. Baker

Brent Baker reviewed the Exchange User list with no actions or comments.

The scheduled outage affecting the Forrestal and Germantown buildings the weekend of February 16, 2002, was postponed due to work requirements of the Office of the Chief Financial Officer. The preliminary rescheduled date of the outage is the weekend of March 9. The outage is required to replace power generators for the DOE Network Infrastructure.

Baker also raised the issue of archiving items on the N: drives, similar to how it is done for the P: drive. The current archive process for the P:\ drive moves items more than 13 months old to tape backup. Files are still available, but must be restored from the tape backup. Using the same archive process for the N: drive would speed up normal processing and the backup procedure, which currently takes 20 hours. CIAG members did not agree with this request. Many use the N: drive as a filing system or a backup for the Q: drive, and do not want files moved to tape backup where they are not instantly accessible. As an interim measure, Baker agreed to draft an e-mail to CIAG members including tips and techniques for N: drive cleanup. CIAG representatives can add their input and forward the e-mail to their users. Another option is the Tivoli utility tool.

FY 2002 IM Budget Status

Ted Griffin gave an update on the budget status before discussing performance measures. SC-65 has proceeded with the assumption that the budget is approximately \$8 million; however, SC-65 recently received word that the FY02 budget will be \$6.7 million. Confirmation of this figure is expected soon. Decisions on projects that cannot be completed within this budget will need to be addressed with the CIAG and Information Management (IM) Board.

January Performance Measures – T. Griffin

January performance decreased slightly from the prior month, but is still ahead of the previous year's numbers. The percent of calls resolved by the first phone analyst before the end of the call decreased for the second month in a row. This is being addressed with increased training. An Applix trend analysis may determine what types of problems are not being resolved before the end of the call.

The percent of Helpdesk Medium calls resolved within four hours decreased this month as well, although it is still lower than the 20-hour average last year. The downtrend is being examined for possible causes and solutions.

Worksheet Exchange– K. Centeno

Kathi Centeno provided the CIAG the list of Worksheet Exchange users for verification. Rollout is expected late February/early March, and the training schedule needs to be finalized. CIAG members should review the list and inform Kathi or Pat Rice if there are additional users so they can be contacted to determine training needs. Kathi will also follow up with organizations to ensure all users are identified.

The training strategy includes the vendor providing introductory Excel training. Advanced feature training, such as macros, will be provided as part of the Worksheet Exchange training. Reference material will be included as part of the training; additional books can be ordered through SCSC.

Proposed 2/27/2002 Meeting Agenda

?? Review of Previous Action Items (Rice)

?? Support Center Items (Baker)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Baker	Brent	SC-65	3-2345
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Eckstrand	Steve	SC-55	6-5428
Flynn	Kelly	SC_65	3-3193
Forsythe	Todd	SC-65	3-6409
Fowler	John	SC-65	3-2563
Griffin	Ted	SC-65	3-4602

Name		Organization	Contact Information
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Jernigan	Lori	SC-64	3-5212
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563